

LAKE HAVASU CITY, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: Customer Service Specialist

| BAND | GRADE | |
|---|----------------------------------|-----------------------------------|
| NE | 617 | |
| DEPARTMENT: Varies | ACCOUNTABLE TO: Varies | FLSA STATUS: Non-exempt |
| CLASS SUMMARY: Incumbents are responsible for performing a wide variety of generalized or specialized customer support activities. Duties may include: guiding and training support staff; serving customers; entering data into specialized systems; generating reports, forms, letters and journal entries; processing utility bills; cash fund custodian; collecting permit fees, utility payments, business license fees and other payments; reviewing initial project submittals; preparing and maintaining records, files, statistical reports and documents; issuing business licenses and permits; assigning account numbers and codes to forms; and, providing departmental information to employees and customers. | | |
| DISTINGUISHING CHARACTERISTICS: The Customer Service Specialist is a stand-alone classification and is distinguished from the Administrative support series due to the high volume of customer service and responsibility of cash handling and deposit preparation. | | |

| DUTY NO. | ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.) | FRE-QUENCY | |
|----------|---|------------|--|
| 1. | Extensive customer contact both over the phone and in person to assist customers in setting up accounts, answer questions and resolve problems associated with water conservation, billing, sewer system expansion, business licenses, permits, certificates of occupancy, plans and a variety of other issues. | Daily | |
| 2. | Prepares and/or processes a variety of correspondence, violations, applications, permits, documents and forms such as driveway permits, utility permits, checks, NSF checks, occupant certificates, business licenses, land use applications, building and construction permits, commercial and residential plans, and/or a variety of other forms. Reviews and verifies documents for accuracy, completeness and timeliness and assigns appropriate numbers or codes to forms and documents. | Daily | |

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|-----------------|--|-------------------|--|
| 3. | Downloads meter information to hand held devices for utility meter reads; uploads meter reads to utility program for generating utility bills; troubleshooting exceptions of utility activity. | Weekly | |
| 4. | Provides guidance and training to support staff. | Daily | |
| 5. | Reviews pre-application submittals and maintains pre-app meeting calendars by setting up meetings and informing clients/contractors of schedule. | Daily | |
| 6. | Creates, accesses, performs data entry and maintains specialized computerized databases to obtain, verify and update information such as billing information, business license information, payments, and journal entries. | Daily | |
| 7. | Creates and maintains filing systems to include development, organization, filing and pulling files. Copies records and reports as needed. | Daily | |
| 8. | Documents project information and correspondence from initial submittal through permit issuance and final inspection. Keeps commercial white board status up-to-date. Monitors applications/permits for expired projects. For all commercial projects, maintain tracking and files until project has been completed and Certificate of Occupancy issued. | Daily | |
| 9. | Accepts and receipts monies; maintains and balances cash drawers; compiles daily bank deposit. | Daily | |
| 10. | Issues business licenses; monitors business licenses for expiration and annual inspections. | Daily | |

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|----------|---|-------------|--|
| 11. | Issues building, public works, and fire permits for all residential and commercial construction projects. | Daily | |
| 12. | Collects and tracks various planning permit and land use fees. | Daily | |
| 13. | Compiles and organizes data for report generation. Develops and runs queries and reports. | Daily | |
| 14. | Works with the Registrar of Contractors on suspended/revoked contractor licenses. Notifies appropriate staff and involved parties and place permits on hold if applicable. | Daily | |
| 15. | Performs other duties of a similar nature or level. | As Required | |

Knowledge (position requirements at entry):

Knowledge of:

- Office practices;
- Basic accounting principles;
- Budget codes;
- Terminology and processes used in area of assignment;
- Filing systems;
- Telephone etiquette;
- Recordkeeping practices;
- Business English.

Skills (position requirements at entry):

Skill in:

- Dealing with the public in a professional, courteous manner;
- Performing data entry;
- Balancing a cash drawer;
- Preparing and processing specialized documents in area of assignment;

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Skills (continued):

- Gathering, organizing, and evaluating data and information;
- Preparing reports, including developing queries;
- Answering phones;
- Creating and maintaining filing systems;
- Processing applications, forms and other documents;
- Using office equipment such as phones, copiers and fax machines;
- Using computers and related software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and three years of office experience including customer service and computer experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

Positions require:

- Valid Arizona driver's license of appropriate class

Positions may require:

- Notary Public Certification

Physical Requirements:

Positions in this class typically require: stooping, kneeling, sitting, mobility, reaching, standing, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History:

Draft prepared by Human Resources/Risk Management (jls)

Date: 02/08

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